

AKENUWA PHOEBE OSAMENDE

Address: Alimosho, Lagos State **Date of Birth:** 26 August 2001

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PROFESSIONAL SUMMARY

A results-driven graduate with experience in administration, customer support, and sales. Skilled at resolving customer inquiries maintaining accurate records, processing transactions, and building positive client relationships. Proficient in Microsoft office and committed to delivering excellent service while contributing to organizational goals.

CORE SKILLS AND COMPETENCIES

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|---|---------------------------------------|--------------------------|
| • Communication & Interpersonal Skills | • Data Entry & Record Keeping | • Administrative Support |
| • MS Office Suite (Word, Excel, PowerPoint) | • Problem Solving & Critical Thinking | • Team Collaboration |
| | | • Email management |
| | | • Conflict resolution |
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WORK EXPERIENCES

Customer Service Representative (June 2025 - May 2026)Allan keri hotel and suite Benin city, Edo state .

- Delivered exceptional customer service by welcoming guests, resolving inquiries, and ensuring a smooth check-in and check-out experience
- Maintained accurate records of room sales and daily transactions for reporting and accountability.
- Responded promptly to customer inquiries via phone and in person, ensuring high levels of customer satisfaction
- Supported administrative tasks including filing, scheduling, and customer documentation.

Accounting Assistant (NYSC Placement) (August 2024 - May 2025)Ariyo and son pharmacy, kabba, kogi State.

- Processed daily POS transactions, maintained sales and expense records.
- Assisted in stock tracking, inventory updates, and financial data entry.
- Generated invoices and receipts, resulting in a 20% increase in financial summary accuracy.

Sales Representative (September 2023 - June 2024) Mama P super market, Lagos state

- Promoted products and services to prospective clients, increasing customer acquisition.
- Collaborated with team members to improve customer satisfaction and organizational efficiency.
- Built strong client relationship that boosted repeat sales and referrals.
- Handled administrative duties, organized financial files, and maintained vendor correspondence.

EDUCATIONAL BACKGROUND

Bachelor of Science Education and Integrated science University of Benin,, Benin city, Edo state. [December 2023

CERTIFICATIONS

- NYSC
- Customer service Excellence- Jobberman

LANGUAGES

- English
- Benin

REFERENCES

Available on request